

227644
98-255C

SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT
SOUTH CAROLINA OPERATIONS

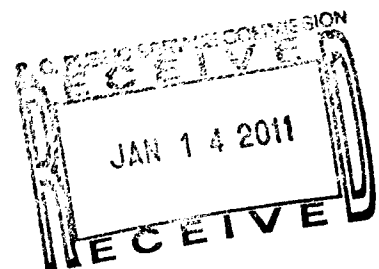
COMPANY NAME
QUARTER / YEAR

New Dimension Communications
3rd / 2010

Month:	July	Aug	Sept
Number of Customer Access Lines	<u>1572</u>	<u>1537</u>	<u>1694</u>
Trouble Reports / Access Line (%)	<u>0</u>	<u>0</u>	<u>0</u>
Customer Out of Service Clearing Times (%)	<u>96%</u>	<u>97%</u>	<u>95%</u>
New Installs Completed w/in 5 Days (%)	<u>95</u>	<u>95</u>	<u>95</u>
Commitments Fulfilled (%)	<u>99</u>	<u>99</u>	<u>99</u>

Comments / Explanations: _____

Person Making Report / Contact Information: Wayne Green 843 270-4915



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SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA OPERATIONS

COMPANY NAME

New Dimension Communications

QUARTER / YEAR

4th / 2010

Month:	Oct	Nov	Dec
Number of Customer Access Lines	<u>1680</u>	<u>1405</u>	<u>1276</u>
Trouble Reports / Access Line (%)	<u>0</u>	<u>0</u>	<u>0</u>
Customer Out of Service Clearing Times (%)	<u>97%</u>	<u>97%</u>	<u>95%</u>
New Installs Completed w/in 5 Days (%)	<u>95</u>	<u>95</u>	<u>95</u>
Commitments Fulfilled (%)	<u>99</u>	<u>99</u>	<u>99</u>

Comments / Explanations: _____

Person Making Report / Contact Information: Wayne Green 843 270-4915

